



**The City of Santa Clara
California
EMPLOYMENT OPPORTUNITY**

COMMUNICATIONS DISPATCHER II #13-98-340C

Open/Promotional
(Continuous Recruitment)

MONTHLY SALARY RANGE: \$6,328 - \$7,686 (Longevity Pay up to \$8,071)

QUALIFICATIONS: Applicants, at time of filing application, must possess the following qualifications:

- Age: Minimum - 18 years
- Graduation from high school or possession of a GED; and
- The equivalent of one of the following:
 - Two (2) years of paid employment experience in public safety dispatching within the past five (5) years; or
 - Five (5) years of current paid employment with a public safety agency or private emergency medical services agency, with high level Computer Aided Dispatch (CAD), radio and/or telephone operation; or
 - Successful completion of the probationary period as a Communications Dispatcher I with the City of Santa Clara

Desirable Qualifications:

- Possession of a current P.O.S.T. Basic Dispatch certificate is desirable and may be substituted for six (6) months of the employment experience
- Classroom education involving fire science or law enforcement related studies is highly desirable.

Meeting the minimum qualifications does not guarantee admittance into the examination process. Only the most qualified candidates who demonstrate the best combination of qualifications in relation to the requirements and duties of the position will be invited to test.

LICENSE(S) AND OTHER REQUIREMENTS:

- A typing certificate, dated no earlier than 6 months prior to application filing, showing the required typing speed of 30 net words per minute is required at time of application (refer to the "Typing Certification Information" sheet for details)
- Possession of a P.O.S.T. Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate is required prior to completion of the probationary period
- All candidates will be required to pass a City background investigation, which will include fingerprinting and may include polygraph and/or psychological testing
- A medical examination will be required prior to appointment
- Must be able to perform all of the essential functions of the job assignment
- Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

APPLICATIONS:

An "on-line" Employment Application can be downloaded from the following website address:

<http://santaclaraca.gov/index.aspx?page=229> or obtained at the Human Resources Department, City Hall, 1500 Warburton Avenue, Santa Clara, California 95050, or at the City Fire Stations, the City Police Headquarters and Rivermark Police Substation, the Community Recreation Center, or the City Libraries.

Applicants with disabilities who are capable of performing the job duties of the position may request reasonable accommodation to help with the application and examination process by contacting the Human Resources Department at (408) 615-2080 or, for those who are hearing impaired, call TTY (408) 984-3042. Individuals requesting accommodation for the examination must notify Human Resources at the time of application.

FILING AND EXAMINATION DATES:

Applications are accepted on a continuous basis as established by the Civil Service Commission. **Application packets, which include 1) a completed City Employment Application and 2) Valid Typing Certificate** must be sent to the Human Resources Department, City Hall, 1500 Warburton Avenue, Santa Clara, California 95050. Fax # is (408) 247-5627.

Revised January 28, 2010
DATE OF ANNOUNCEMENT

AN EQUAL OPPORTUNITY EMPLOYER

13-98-340C
RECRUITMENT NUMBER

COMMUNICATIONS DISPATCHER II #13-98-340C (continued)

Examination dates are established when vacancies occur and/or as soon as a sufficient number of qualified applications are received. Examinations will be given only in Santa Clara, CA.

EXAMINATION WEIGHT: 100 % - Oral Examination
Qualifying - Performance Examination (POST Written)*

*Candidates who have taken the POST dispatcher examination within the last six months may submit verification of t-scores 48 or better in lieu of taking the performance examination. All candidates must attain a passing score on each phase of the examination process to qualify for the Eligible List. Permanent City employees who pass the exam process will have five (5) preference points added to their final score. A department interview will be required prior to appointment.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

General public safety radio and telephone communications systems; police and fire emergency procedures; primary roads, streets, highways, major buildings, and public facilities within the City's boundaries.

Skill in:

Reading and interpreting maps; and maintaining accurate records.

Ability to:

Read, write, spell, and speak in clear, concise English; learn correct telephone answering techniques, policies and procedures; operate computer-aided dispatch (CAD) system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines; analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety; follow verbal and written instructions; communicate clearly and distinctly using radio and telephone equipment; maintain composure and work accurately in emergency situations; work in a team based environment and achieve common goals; establish and maintain tactful, courteous, and effective working relationships with those contacted in the course of work, including the general public; work in a confined area, wearing a headset which restricts physical movement about the work area; accurately enter information into the CAD system while simultaneously receiving information by phone or radio; retrieve data from CAD terminal or other keyboard device, maintain appropriate documentation of previous events, details, and conversations; work in a highly structured environment where all communications are recorded or documented and reviewed as public record; handle multiple priorities and organize workload; extract information or data from other computer systems; view multiple video display terminals for extended periods of time in low variable light conditions; distinguish and interpret the meaning of colors on video display terminals; distinguish and comprehend simultaneous communications from several sources; work continuously or uninterrupted as required, standing or sitting for extended periods of time; perform with a high standard of customer service, professional conduct, and civic responsibility; use emergency medical questioning techniques and provide medical instructions via telephone when required; and type at a net rate of 30 wpm on a computer keyboard.

TYPICAL DUTIES:

Under general supervision: operates base radio console equipment, transmitting and receiving routine and emergency messages; receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines; dispatches appropriate emergency vehicles, equipment and personnel in response to those requests, in accordance with established policies and procedures; coordinates emergency operations between various departmental personnel and equipment; operates data terminals for information pertaining to daily public safety operations, and general emergency services; maintains written logs, files, and computer information in the prescribed manner; updates computer files and performs other clerical functions and tasks as directed; and performs other related duties as assigned.

BENEFITS:

The City participates in the California Public Employees' Retirement System (2.7% @ 55) integrated with Social Security. A summary of [Benefits Unit #10](#) for this position may be obtained from the City's website at www.santaclaraca.gov or from the Human Resources Department.

The information contained herein is subject to change and does not constitute either an expressed or implied contract.